



Friday October 5 2018

11:21 AM

Hi Giancarlo! We'd like to try transferring out 1000 EUR from our BITFINEX account

If that works out well, we'll likely want to move in much more



Giancarlo, 11:58 AM

I am sorry the minimum amount for withdrawals or deposit is 10,000



12:05 PM

oh, no problem. Can we try transferring out 10k EUR then?



Giancarlo, 12:11 PM

sure



12:26 PM

whats the procedure?



Giancarlo, 12:26 PM

go to withdrawals and put up a withdrawal



12:28 PM

do you know how long EUR wires usually take?

do you know how long EUR wires usually take?



Giancarlo, 12:28 PM

3 to 5 days 😊

but the first might take longer as we will have to provide AML/KYC docs 😊

12:29 PM

I see. Can I ask what bank its going through on your side?



Giancarlo, 12:29 PM

if you are interested in a faster solution please consider [www.cryptocapital.co](http://www.cryptocapital.co) 😊

it's a solution that is very close to Noble 😊

12:30 PM

ah ok thanks! We'll check this out along with Deltac!



Giancarlo, 12:30 PM

with Cryptocapital moving fiat is a matter of minutes, not days 😊

we send and receive in real time, USD, EUR, JPY 😊

12:32 PM

I noticed on the bitfinex website, EUR deposits are suspended - do you know for how long this'll be?



Giancarlo, 12:33 PM

as I said if you open an account with Cryptocapital we can flow EUR without problem 😊

12:34 PM

gotcha. until then, is there a way to do so?

Monday, October 15, 2018

8:12 AM

Hi!

quick question if you have a moment

quick question if you have a moment



Giancarlo, 8:12 AM

yes



8:13 AM

Are we still able to withdraw USD with a Deltec account?



Giancarlo, 8:14 AM

yes



do you have one?



8:14 AM

ok - we're getting that set up now. In the meantime, could we do a normal wire transfer?



Giancarlo, 8:15 AM

it will be much slower



8:16 AM

acknowledged. We're still working on the deltec account (if you have any contacts there, that would be appreciated!). But right now, we'd still like to withdraw via a regular wire



Giancarlo, 8:18 AM

5 to 7 working days



8:19 AM

ok. We're going to go ahead with that right now, and concurrently push to get deltec set up.

thanks for your help

this is something we can do over the website, correct?

8:26 AM

I got an error "invalid request" can you please assist?

nvm tried again and it looked like it worked

Monday, October 22, 2018

11:36 AM

11:36 AM

Morning Giancarlo! We're doing the deposit/withdrawal verification on the Bitfinex website-do you know what the "Identity Document" should be?

Tuesday, October 30, 2018

3:26 PM

Hi Giancarlo!

back again! do you have a tracking no for our withdrawal from about 2 weeks back?



Giancarlo, 3:28 PM

do you have a tx number please?



3:28 PM

ah sorry for the noise also pinged the other chat

tx number on bitfinex?



Giancarlo, 3:28 PM

yes, so that I can see which one you mean



"our withdrawal" is pretty generic



3:31 PM

Apologies! I meant our USD withdrawal of [REDACTED] - ID on the website is [REDACTED]



Giancarlo, 3:48 PM

out today, you'll see it by tomorrow or thursday the latest



Wednesday, October 31, 2018

6:16 AM

acknowledged. Thanks

1:19 PM

We received the wire today! Thank you for your help!

Wednesday, November 14, 2018

4:18 PM

Hi Giancarlo,

We still have not seen this wire hit-could you provide us with a tracking/reference number so we can try to locate its progress?

Wednesday, January 16, 2019

9:42 AM

Hi Giancarlo! Happy new year! We tried to withdraw [REDACTED] several days ago and still haven't seen the wire hit our side-could you please assist?

Thursday, January 17, 2019

1:11 PM

If helpful, the website transaction ID on this is [REDACTED]. Also please let me know if there is someone else on your side I should be directing this to!



Giancarlo, 1:27 PM

sorry I missed your previous message, I will look into it tomorrow as I now have to rush into a business dinner



1:29 PM

Thank you Giancarlo! Will check back again tomorrow then.

Friday, January 18, 2019

10:56 AM

Good morning Giancarlo! Have you had the chance to look at this? It's quite a high priority for our Bitifinex trading.



Giancarlo, 10:57 AM

I did



our bank required additional documents as you have been withdrawing multiple times in the last months and apparently the US corresponding bank is raising questions



we provided the required docs and we should be able to process the





Friday, January 18, 2019

10:56 AM

Good morning Giancarlo! Have you had the chance to look at this? It's quite a high priority for our Bitifinex trading.



Giancarlo, 10:57 AM

I did 😊

our bank required additional documents as you have been withdrawing multiple times in the last months and apparently the US corresponding bank is raising questions 😊

we provided the required docs and we should be able to process the wire on monday 😊

having said that please from now on refrain from asking for fiat withdrawals until further notice 😊

we should be able to open a new banking channel for withdrawals in the next weeks 😊

I apologise for the delay 😊

12:00 PM

Ok this is helpful to know. Thank you for the assistance!



Giancarlo, 1:13 PM

my pleasure 😊

